

# **CHOICE OF ALTERNATIVE DISPUTE RESOLUTIONS IN CONSTRUCTION DISPUTES**

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IN CONSTRUCTION DISPUTES

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This project report is dedicated to my dearest husband for his endless support and encouragement, and for my little baby girl for her patient and time that I have owed.

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## **ABSTRACT**

The adversarial natures of Construction Industry contribute construction disputes. This research aim to study Alternative Dispute Resolutions (ADRs) process and to propose the preferred ADRs that can minimise the time, cost and to preserve reputation and to propose enhancement criteria in current ADRs. Literature review was carried out and questionnaire was formulated and distributed to project participants in Johor Bahru. The data collected was analysed using Relative Important Index (RII). The analysis proved that from the null hypotheses variables tested, Negotiation matched 69% of the preferred resolution in the industry with some enhancement needed on this technique. The relationship and reputations rank the highest preference criteria with cost and duration fall on rank 10 and 11 respectively. Negotiation remains the most significant resolution method of construction disputes.

## **ABSTRAK**

Faktor permusuhan semula jadi di dalam Industri Pembinaan menyumbang kepada pertikaian. Kajian ini bertujuan untuk mengkaji proses Alternatif Penyelesaian Pertikaian (ADRs) dan mencadangkan pilihan ADRs yang sesuai yang dapat menurunkan masa, kos disamping memelihara reputasi serta mencadangkan kriteria penambahbaikan di dalam ADRs yang sedia ada. Kajian literatur telah dijalankan dan borang soal selidik telah diformulasikan serta diedarkan kepada responded yang berkaitan di Johor Bahru. Data yang dikumpul telah dianalisa menggunakan Relatif Indeks Penting (RII). Analisis membuktikan bahawa daripada hipotesis nol pembolehubah yang diuji, Rundingan menepati 69% daripada kaedah yang digemari di dalam industri ini, dengan sedikit penambahbaikan diperlukan. Hubungan dan reputasi mendapat kedudukan tertinggi bagi kriteria yang digemari, sementara kos dan masa jatuh pada kedudukan 10 dan 11. Rundingan kekal sebagai kaedah penyelesaian terpenting bagi pertikaian dalam pembinaan.